



**Minutes of Meeting of Assessor's Management Team**  
**Wednesday 2nd September, 2015 at 09.00 a.m.**

Action  
Req'd  
by:

**1.0 PRESENT**

H. McPhee, J. McConville, H. McCormick, A. Cumming, M. Voy and A. Andreucci (Minutes).

**2.0 APOLOGIES**

None.

**3.0 MINUTES OF PREVIOUS MEETING**

The minutes of the meeting held on 15th July, 2015 were approved.

**4.0 MATTERS ARISING**

4.1 Suggestion No. 381 - Enveloper (Item 7.1.2)

It was noted that the enveloper was moved to the back building.

4.2 FOI (Item 7.6.1)

J. McConville confirmed that he had produced the quarterly FOI statistical return.

**5.0 BOARD MEETINGS**

5.1 Board Meeting Update

The Board Meeting took place on 1st September 2015 where the Modernisation and Transformation Phase 2 Report was approved together with all other reports.

The next meeting will take place on 10<sup>th</sup> November 2015.

## 5.2 Report Writers

H. McPhee will give an update on the Modernisation and Transformation if appropriate and will report on Maximising Registration and submit a revised Workforce Plan. H. McCormick will produce the Electoral Registration Report. Policies and Procedures (Code of Conduct and Terms and Conditions) and Valuation & Performance Reports will be produced by J. McConville.

It was agreed that H. McCormick would look at website profiles.

**HMCC**

## 6.0 PERSONNEL

### 6.1 Personnel

J. McConville reported the following:-

██████████ will retire on 11th September 2015 and the Management Team wishes ██████████ a long and happy retirement.

Modern Apprentice ██████████ commenced on 24th August, 2015. At the Board Meeting members raised the possibility of AVJB taking Modern Apprentices from East and North Ayrshire Council areas. H. McPhee will raise the above at her next meeting with the Chief Executives from East and North Ayrshire.

**HMCP**

As part of South Ayrshire Council Work Out! Placement Programme a school pupil, ██████████, from ██████████ will undertake work experience within the office one day per week with effect from week beginning 7<sup>th</sup> September until end of February, 2016.

Front Reception Changes – The cover for reception will revert back to a rotational basis. The clerical supervisors felt that some changes were required to improve the effectiveness and efficiency of the reception area.

██████████ will retire on 8<sup>th</sup> November 2015 and we wish Jean all the very best.

An exit interview was held with ██████████ and the Management Team wish ██████████ all the best in her new post.

### 6.2 Absence Statistics

It was noted the absence statistics continue to show improvement. Absence statistics for August were excellent. Long term absence remains 0.00% and short term absence at 0.00%.

### 6.3 Training

██████████ has produced a report from the last IRRV Conference. This will be placed on SharePoint.

**AA**

██████████ will be attending an IRRV Valuers Day: APC Essential for Graduates on Thursday 8<sup>th</sup> October, 2015.

It was further noted that ██████████ has submitted her critical analysis and will sit her APC in November, 2015.

Four day delegates are attending afternoon sessions of the IRRV conference on 2<sup>nd</sup> September, 2015.

██████████ and ██████████ have informed their Divisional Assessor that they intend to sit their APC interviews in Spring 2016.

It is anticipated that PDR's will be introduced in the medium to long term.

#### 6.4 Structure

H. McPhee has emailed all staff to confirm that the Modernisation and Transformation Report had been approved and details of the timeline will be forthcoming.

Interviews will commence for the Technical Officer post on 10<sup>th</sup> September 2015. Thereafter various provisional dates have been agreed for interviews for internal and external posts. The Modernisation and Transformation Phase 2 will then be complete.

It was also reported to the Board that a number of staff had requested to increase part time hours as part of the Modernisation and Transformation programme.

## 7.0 GOVERNANCE

### 7.1 Suggestions Box

New suggestions were reported as follows:-

#### 7.1.1 Suggestion No. 385 – AVJB Twitter Account

At the current time the AVJB website is under review and AVJB do not have sufficient resources to give this consideration. In the longer term consideration will be given to this suggestion.

### 7.2 Mail Logging

Outstanding mail log items were noted.

As part of a review of IT, H. McPhee would like an improved version of the mail log system.

HMCC

### 7.3 KPI Performance

It was noted that KPI statistics are very good. **Thanks were given to all staff involved.** It was noted that as work is progressing for the 2017 Revaluation and as resources are pushed into this statutory project there may be slippage, but it is expected that we will meet the targets set. The Board were informed of this situation at the meeting on 1<sup>st</sup> September, 2015.

The Point of Sale domestic alterations are being monitored.

### 7.4 Customer Questionnaire Group

██████████ (SAC IT) is working on an electronic version of the Customer Questionnaire for completion via the AVJB website. Once the online form is live the Customer Questionnaire process will begin. Analysis of the returns will be made by the Customer Questionnaire Group.

- 7.5 Health and Safety  
H. McPhee reported that there had been various returns by Assessors on how they ensure the safety of their canvasses. Training, Lone Working Policy, high visibility jackets and vests were a few of the examples given. It was agreed that high visibility vests, personal alarms and torches would be purchased for the canvassers. **AC/AA**
- J. McConville reported that no meeting of the Health and Safety Group has taken place since last reported. A meeting will be organised in due course.
- J. McConville reported that he would carry out Health and Safety Inductions for all new staff. **JMcC**
- PAT Testing was undertaken on 12th August, 2015. A. Andreucci will obtain a list of all equipment tested. **AA**
- Fire Evacuation Plans were approved subject to a minor change. Thanks were given to those that produced the plans.
- 7.6 Freedom Of Information/Complaints/MP/MSP/Cllr – Requests Received
- 7.6.1 FOI  
It was reported that 5 FOI requests have been received since last reported. Three [REDACTED] and two others in connection with the HEF issue.
- 7.6.2 Complaints  
Twenty Seven complaints have been received since last reported, one of which has been escalated to Stage 2.
- 7.6.3 MP/MSP/Cllr  
Seven Cllr/MP/MSP enquiries have been received since last reported.
- 7.7 Update  
The Business Continuity Plan, Business Impact Assessment and Business Continuity Strategy were approved at the Board Meeting. The Business Continuity Strategy will be placed on SharePoint. **AA**
- The Risk Register was approved and will be placed on SharePoint. **AA**
- The [REDACTED] Event went well on Saturday 26<sup>th</sup> August, 2015. J. McConville will attend an Ayrshire Equalities Partnership meeting on 7<sup>th</sup> September, 2015.
- The Model Records Management Plan was due on 31<sup>st</sup> August, 2015 but an extension has been granted until 31<sup>st</sup> October, 2015.
- Around 19 policies and procedures have been produced/reviewed. Policies and Procedures will be reviewed as and when required.
- The Tenancy List Process was approved and will be placed on SharePoint. **AA**

## 7.8 Property Matters

H. McPhee will meet with the three Ayrshire Councils regarding relocation or refurbishment of the Board's offices.

Due to the approval of the restructure and the increase in staff numbers the DA's will require to review available space and where to place new staff.

It was noted that it is a long term aim to scan documents in electronic format, commencing with the domestic files.

## 8.0 BUDGET MONITORING

### 8.1 Capital

It was reported that the auditor had noted that there was no capital budget within his annual report.

### 8.2 Revenue

H. McPhee reported that the current underspend will be used to fund the restructure.

## 9.0 REPORTS

### 9.1 Valuation

#### 9.1.1 Non Domestic

##### General Issues

A. Cumming reported that the [REDACTED] appeal is currently being dealt with.

There has been no VAC Hearing since last reported.

##### Appeal disposal/Progress –

359 NDR Appeals are outstanding. Forty one appeals have been cited for December. 111 are listed at Lands Tribunal.

[REDACTED] has given a statement to Police Scotland in connection with a [REDACTED] appeal.

##### Revaluation 2017:-

With regard to the review of files for the 2017 Revaluation, this job is now complete.

The 2017 Revaluation System has been updated with revised information.

Areas will now be downloaded into analysis sheets.

The next stage for Revaluation will be the input of rental information.

H. McPhee, J. McConville and the Divisional Assessor's will meet in 1-2 weeks' time to discuss progress. J. McConville to arrange.

**JMcC**

The Divisional Assessors will work with the Admin Officer to get all Return of Information Forms issued timeously.

It was agreed that [REDACTED] and [REDACTED] would attend the Cost Analysis Workshop on 11 September, 2015.

#### 9.1.2 Council Tax

A Block Appeal (petition) has been received for [REDACTED] Kilmarnock.

##### Appeals/Proposals:-

There are currently 95 invalid and 132 valid appeals/proposals.

##### Point of Sale Rebanding:-

The alteration of bands are being monitored where appropriate for this type of change.

Sales are complete up to June 2015.

The Divisional Assessor's will produce a report for the Assessor on the number of outstanding point of sale and rebandings.

**DA's**

Domestic Alterations are picked up at point of sale and this continues to be policy.

#### 9.2 TSU

The current workload for the TSU is as follows:- 6 Planning Lists, 1 Building Warrant List and Completion Certificates for June/July. The TSU will concentrate on completion certificates.

#### 9.3 IT

##### 9.3.1 SharePoint

SharePoint continues to be used and documents added as appropriate.

##### 9.3.2 Core Systems – WLM and Electoral Management System

Tender documentation for the EMS is progressing via the SAC Procurement Team.

The Core System is a long term project and this has been reported to the Board.

In due course the analysis sheets will be updated within the valuation system for the Revaluation 2017.

NetCall has been introduced and has proved to be beneficial.

## 9.4 **ER Update – General**

### 9.4.1 **IER**

The IER canvass is currently showing just over 40% return.

Telephone and Internet returns have been reported as the 3<sup>rd</sup> highest in the UK from [REDACTED]

The general overall return is down on this time last year and this seems to be the case throughout Scotland.

### 9.4.2 **Elections**

There will be a by election in SAC Ward. 4 – Ayr East on the 17<sup>th</sup> September and EAC Ward 6 – Irvine Valley on the 1<sup>st</sup> October.

Priority has been given to processing HEF's, ITR's and absent votes for those two wards during the canvass.

The election timetables are located on SharePoint.

## 10.0 **A.O.C.B.**

The was no competent business.

## 11.0 **DATE OF NEXT MEETING**

The next meeting will take place on 7<sup>th</sup> October, 2015